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(54) **Callback telecommunication system and method**

(57) A system and method for call-back handling are described. A call from a caller (1) to a client (7), is received (23) and the number at which the caller can be called back is determined (25). The call-back handler (9) then initiates a telephone call to the client through a public service telephone network standard line (27), either locally or on a public telephone network, and waits for the client to accept the call (29). Then, the caller is called (31) and the calls from call-back handler to client and to the caller are connected (33).

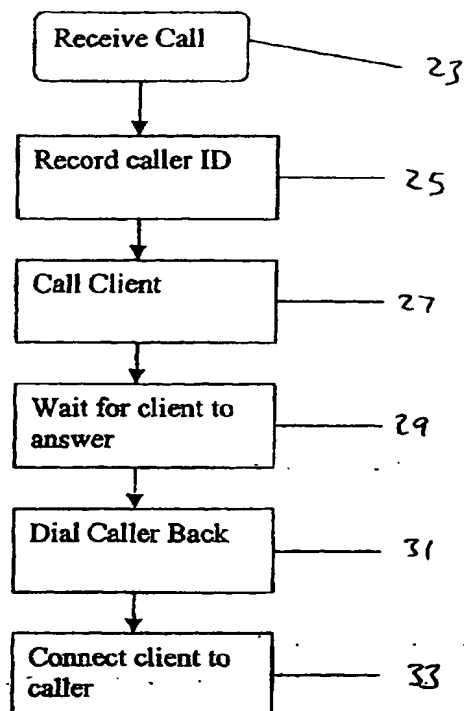


Fig. 1

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EUROPEAN SEARCH REPORT

Application Number
EP 01 30 5246

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Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.7)
X	US 5 835 568 A (RICCI TED MICHAEL ET AL) 10 November 1998 (1998-11-10) * figure 1 * * abstract * * column 1, line 56 - column 4, line 48 * * column 6, line 10 - line 32 *	1-4,6,7, 10,11, 13-24, 26,27	H04M3/48 H04M3/523
Y		8,9,12, 25 5	
A			
D,Y	EP 0 587 950 A (INTERVOICE INC) 23 March 1994 (1994-03-23) * figure 1 * * column 5, line 31 - column 8, line 22 *	8,9,12, 25	
A		1-7,10, 11, 13-24, 26,27	
D,A	US 5 282 243 A (SAHNI PARAMDEEP S ET AL) 25 January 1994 (1994-01-25) * abstract * * figure 2 * * column 5, line 23 - column 7, line 60 *	1-27	TECHNICAL FIELDS SEARCHED (Int.Cl.7) H04M
D,A	US 5 559 878 A (BRUNISHOLZ ARTHUR C ET AL) 24 September 1996 (1996-09-24) * abstract * * column 6, line 35 - column 8, line 18 *	1-27	
The present search report has been drawn up for all claims			
Place of search MUNICH		Date of completion of the search 10 April 2002	Examiner Catley, I
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons A : member of the same patent family, corresponding document</p>			

EPO FORM 1503 03/02 (P04C01)

**ANNEX TO THE EUROPEAN SEARCH REPORT
ON EUROPEAN PATENT APPLICATION NO.**

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For more details about this annex : see Official Journal of the European Patent Office, No. 12/82

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